



## CVS MAIL ORDER PHARMACY

Getting your ongoing prescription medication is even easier with the CVS Caremark® Mail Order Pharmacy. Have your maintenance medications (medications you take regularly for a long-term or chronic condition) delivered directly to you, with no additional cost – and you'll probably even save money as well as time.

### Advantages

- Get regular supplies.
- Contact a pharmacist anytime you have questions, 24 hours a day, seven days a week.
- Order your prescriptions online or by phone any time.
- Medications are shipped in plain, tamper-proof packaging, and orders with multiple items are usually shipped together.
- Items that need special handling are shipped faster, at no additional cost.
- Temperature-sensitive items are shipped with ice packs in coolers and/or express delivery.
- Controlled substances and orders valued at more than \$1,200 are shipped with free two-day delivery. (*Adult signature required for delivery.*)
- If you're traveling, you can have your medication shipped to a temporary address.

### Costs

- Mail order service is included for the copayment or coinsurance outlined in your Blue Cross of Idaho plan. To find what your specific cost will be, call CVS Caremark Customer Care at the number listed on the back of your member ID card or log in to your online member account at [members.bcidaho.com](http://members.bcidaho.com).
- A generic version of your drug could save you even more – an average of 30-80 percent less. Generic drugs may look different, but all generics are approved by the U.S. Food and Drug Administration to have the same active ingredients as the brand-name medicines. CVS may automatically send you a generic drug unless otherwise requested by your healthcare provider.

See page 2 for more details.

CVS Caremark<sup>sm</sup> is an independent company that administers pharmacy benefits on behalf of Blue Cross of Idaho.



## Getting Started

1. If you need your prescription filled right away, ask your doctor to write two prescriptions:

- The first for a short-term supply (30 days) to fill right away at an in-network retail pharmacy.
- The second for the maximum supply allowed (up to a 90-day supply) with as many as three refills (if appropriate) to be mailed to CVS Caremark.

2. Fill out the mail service order form by logging in to your member account at **members.bcidaho.com**.

- Select **Prescription Drugs**
- **Benefits and Coverage**
- **Access Your Pharmacy Benefits Now**

3. When you reach the CVS Caremark site, select **Prescriptions** and **Start Mail Service**.

4. Print out the form and complete it.

5. Contact CVS Customer Care at the number on the back of your member ID card to find out how much your prescription will cost. You can also log in to your online account at **members.bcidaho.com** to learn more.

6. Mail your completed form with your prescriptions and payment, if applicable, to the CVS Caremark Mail Service Pharmacy at the address on the form.

- Please make sure your prescription is legible, has your full name, your prescribing's contact information and prescription details, including the date it was written.

7. You can pay by:

- Electronic check, Bill Me Later®.
- Credit card (VISA®, MasterCard®, Discover® or American Express®).
- Check or money order.
- Do not send cash.

8. Please allow 10 days for delivery by standard delivery.

You can also call CVS Customer Care at the number on the back of your member ID card to get help setting up your mail order service.

## Refills

You can take advantage of three convenient ways to get refills:

Online 	Phone 	Mail 
<p>Log in to your online member account at <b>members.bcidaho.com</b></p> <ul style="list-style-type: none"><li>• Select <b>Prescription Drugs</b></li><li>• <b>Benefits and Coverage</b></li><li>• <b>Access Your Pharmacy Benefits Now.</b></li><li>• When you reach the CVS Caremark site, select:</li><li>• <b>Prescriptions</b></li><li>• Either <b>View/Refill All Prescriptions or Manage Automatic Refills.</b></li></ul>	<p>Call the toll-free Customer Care number on your prescription label for fully automated refill service.</p> <p>Have your Blue Cross of Idaho member ID card ready.</p>	<p>You can also mail your refill request to CVS Caremark, but online and telephone orders often arrive sooner.</p>

## Questions?

Call CVS Caremark Customer Care at the number listed on the back of your member ID card or log in to your online member account at **members.bcidaho.com**.